

EXHIBIT C

RESOLVED COMPLAINTS

EXHIBIT C

RESOLVED CUSTOMER COMPLAINTS

CUSTOMER	COMPLAINT SENT TO	ePHONE ACTION TAKEN
Tracy L. Hertel	Office of the Attorney General State of Missouri P.O. Box 899 Jefferson City, MO 65102	Refund issued on 3/29/02. Account closed on 1/28/02. No outstanding issues.
Prentice G. McLean, III	Office of the Attorney General State of Maryland 200 Saint Paul Place Baltimore, MD 21202	Refund issued on 3/2/02. Account closed on 1/5/02. No outstanding issues.
Elizabeth Reeves	Office of Attorney General Consumer Protection Division Jefferson City, MO 65102	Refund issued 3/29/02. Account closed on 11/1/01. No outstanding issues.
Michele L. Card	Fairfax County Consumer Protection Division Fairfax, VA 22035	Refund issued on 2/27/02. Account closed 1/26/02. No outstanding issues.
Amy Majerus	Fairfax County Consumer Protection Division Fairfax, VA 22035	Refund issued on 2/22/02. Account closed on 2/8/02. No outstanding issues.
Tracy L. Smith	MASSPIRG Consumer Action Center Whipple Center, 182 Green Street North Weymouth, MA 02191	Account closed on 1/22/02. No outstanding issues.
Jacqueline Asher	Tennessee Regulatory Authority 460 James Robertson Parkway Nashville, TN 37243-0505	Account closed on 2/19/02. No outstanding issues.
Gregory Darbonne	Customer Protection Division Public Utility Commission of Texas	Account closed on 1/11/02. No outstanding issues.
Christopher James Speas	Office of Attorney General State of California	Account closed on 12/31/01. No outstanding issues.
Michael Anderson	Federal Communications Commission 445 12 th Street, SW Washington, D.C. 20554	Account closed on 2/14/02. No outstanding issues.
Arleatha Mays	Office of the Attorney General Missouri Consumer Protection Division	Refund issued on 2/28/2. Account closed 11/1/01. No outstanding issues.
Amanda Diemer	Commonwealth of VA State Corporation Commission	Refund issued on 2/7/02. Account closed on 1/25/02. No outstanding issues.
Angelina Mutabzija	Office of Attorney General State of Vermont	Refund issued on 3/13/02. Account closed 2/25/02. No outstanding issues.
Anita Kennermer	Alabama Public Service Commission Consumer Services Section Montgomery, AL 36101-0991	Refund issued. Account closed. No outstanding issues.
Audra Martin	Attorney General State of Ohio	Refund issued on 2/7/02. Account closed 12/23/01. No outstanding issues.
Carolyn Chumley	Office of the Attorney General State of West Virginia	Refund issued. Account closed. No outstanding issues.
Christopher & Doraliz Miller	Federal Communications Commission Consumer Information Bureau 445 12th Street, SW Washington, D.C. 20554	Refund issued 10/16/01. Account closed. No outstanding issues.
Cindy Thomas	State of West Virginia Office of the Attorney General	Refund issued. Account closed 10/19/01. No outstanding issues.
Colleen Cole	State of New York Office of the Attorney General	Refund issued. Account closed on 10/19/2001. No outstanding issues.

EXHIBIT C

RESOLVED CUSTOMER COMPLAINTS

CUSTOMER	COMPLAINT SENT TO	PHONE ACTION TAKEN
Debra R. Pruitt	Office of Attorney General State of North Carolina	Refund issued on 3/19/02. Account closed on 2/25/02. No outstanding issues.
Diana L. Thompson	State of West Virginia Office of the Attorney General	Refund issued. Account closed. No outstanding issues.
Galena L. Harrow	Federal Communications Commission Consumer Information Bureau 445 12 th Street, SW Washington, D.C. 20554	Refund issued. Account closed. No outstanding issues.
Georgia Sanderford	Mississippi Public Service Commission	Account closed 12/23/01. No outstanding issues.
Janet Collinson	Federal Communications Commission Consumer Information Bureau 445 12 th Street, SW Washington, D.C. 20554	Refund issued on 2/7/02. Account closed on 1/17/02. No outstanding issues.
Janice Toombs	Office of Attorney General Civil Enforcement Division 1162 Court Street, NE Salem, OR 97310	Refund issued. Account closed on 1/11/02. No outstanding issues.
Jean Matus	Mayor's Office of Consumer Information 1600 East Columbus Avenue Springfield, MA 01103-1654	Refund issued 3/6/02. Account closed on 12/5/01. No outstanding issues.
Joanne L. Vurgun	Federal Communications Commission Consumer Information Network Div. 1270 Fairfield Road Gettysburg, PA 17325	Refund issued. Account closed. No outstanding issues.
Joey Carter	Attorney General Columbus, OH	Refund issued on 2/7/02. Account closed 12/31/02. No outstanding issues.
John S. Pagliarin	Federal Communications Commission 1270 Fairfield Road Gettysburg, PA 17325	Refund issued. Account closed on 10/10/2001.
Julie Butler	State of California Office of Attorney General	Refund issued on 9/14/01. Account closed on 9/20/01. No outstanding issues.
Karen Shaeffer	Office of Attorney General	Account closed on 2/4/02. No outstanding issues.
Kathy Hylton	State of North Carolina Department Of Justice Consumer Protection Section	Refund issued. Account closed. No outstanding issues.
Keith Keuhne	State of Minnesota Office of the Attorney General 445 Minnesota Street, Suite 1400 St. Paul, MN 55101-2131	Refund issued on 10/1/01. Account closed. No outstanding issues.
Levona Lee	Wyoming Public Service Commission	Refund issued on 2/22/02. Account closed 1/31/02. No outstanding issues.
Margaret Frazier	Attorney General of Missouri Jefferson City 65102	Refund issued. Account closed on 11/22/2001. No outstanding issues.
Maria Llanos	Mayor's Office of Consumer Info. 1600 East Columbus Avenue Springfield, Massachusetts 01103	Account closed on 2/13/02. No outstanding issues.

EXHIBIT C

RESOLVED CUSTOMER COMPLAINTS

CUSTOMER	COMPLAINT SENT TO	ePHONE ACTION TAKEN
Mark W. Pointer	State of Indiana Attorney General Division of Consumer Protection Indiana Government Ctr. South, 5 th Fl. 402 West Washington Street Indianapolis, IN 46204-2770	Refund issued. Account closed 12/18/01. No outstanding issues.
Michael Anderson	Federal Communications Commission Consumer Information Bureau 445 12 th Street, SW Washington, D.C. 20554	Account closed on 2/14/02. No outstanding issues.
Nancy R. Moore	Fairfax County Consumer Protection Division Dept. of Telecommunications and Consumer Protection 12000 Government Center Pkwy. - #433 Fairfax, VA 22035 <hr/> Commonwealth of Virginia Office of the Attorney General Richmond 23219 <hr/> State of Mississippi Office of the Attorney General 802 North State Street, Suite 302 Jackson, Mississippi 39225	Customer seeking refund for non- ePHONE related services. Account closed. No outstanding issues.
Norma H. Mcgrath	Fairfax County Consumer Protection Division Fairfax, VA 22035	Under investigation.
Patricia Draime	State of Alabama Public Service Commission P.O. Box 991 Montgomery, AL 36101-0991	Refund issued. Account closed. No outstanding issues
Philip Swanson	Consumer Protection Section Office of Attorney General State of Ohio	Refund issued. Account closed. No outstanding issues.
Rena Johnson	State of Arkansas Office of the Attorney General 323 Center Street, Suite 200 Little Rock, Arkansas 72201	Account closed on 11/20/01. No outstanding issues.
Richard Miller	District Attorney's Office County of Santa Cruz 701 Ocean Street, Rm. 200 Santa Cruz, CA 95060	Refund issued on 2/28/02. Account closed on 1/4/02. No outstanding issues.
Richard Pimentel	Fairfax County Consumer Protection Division Fairfax, VA 22035	Under investigation.
Richard Williams	Federal Communications Comm. Consumer Information Network Division 1270 Fairfield Road Gettysburg, PA 17325	Refund issued. Account closed on 1/17/02. No outstanding issues.

EXHIBIT C

RESOLVED CUSTOMER COMPLAINTS

CUSTOMER	COMPLAINT SENT TO	ePHONE ACTION TAKEN
Rochelle Black	Office of Attorney General State of Ohio 30 East Broad Street Columbus, OH 43215	Refund issued 3/4/02. Account closed 2/28/02. No outstanding issues.
Sandra Fuller	Public Utility Commission of Texas 1701 N. Congress Avenue P.O. Box 13326 Austin, TX 78711	Refund issued on 1/31/02. Account closed. No outstanding issues.
Sherry Hienz	State of Indiana Office of Attorney General	Refund issued 9/6/01. Account closed 10/20/01. No outstanding issues.
Sparkle C. Strode	State of Indiana Office of Attorney General	Refund issued. Account closed 1/30/02. No outstanding issues.
Tami Crucioth	Fairfax County Consumer Protection Division Fairfax, VA 22035	Refund issued. Account closed on 1/9/02. No outstanding issues.
Tammie Tarell Johnson	Fairfax County Consumer Protection Division Fairfax, VA 22035	Refund issued on 3/18/02. Account closed on 2/25/02.
Terrie Render	Office of Attorney General State of Indiana	Refund issued 3/4/02. Account closed 2/21/02. No outstanding issues.
Tina C. Jackson	Office of Attorney General State of Ohio	Refund issued 3/8/02. Account closed 2/15/02. No outstanding issues.
Tommy Crumly	Alabama Public Service Commission 100 North Union Street, Suite 850 Montgomery, AL 36104	Refund issued on 10/16/01. Account closed. No outstanding issues.
Tracy L. Smith	Consumer Action Center of Massachusetts	Account closed on 1/22/02. No outstanding issues.
Winston Trueblood	Office of the Attorney General State of Texas	Refund issued 10/9/01. Account closed. No outstanding issues.